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EXAMINER	
PATEL, ASHOKKUMAR B	

ART UNIT	PAPER NUMBER
2154	

DATE MAILED: 11/29/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/843,170	PONTOPPIDAN ET AL.	
	Examiner	Art Unit	
	Ashok B. Patel	2154	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *11 September 2006*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-22* is/are pending in the application.

4a) Of the above claim(s) *10-13* is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-9 and 14-22* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. Claims 1-22 are presented for examination. Claims 10-13 are cancelled without prejudice.

Response to Arguments

2. Applicant's arguments with respect to claims 1 and 14 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

4. Claims 1, 2, 4-6, 8 and 9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Barnes et al. (US5, 594, 470 B1)(hereinafter Barnes) in view of Lee et al. (hereinafter Lee) (US 6, 336, 137 B1).

Referring to claim 1,

Barnes teaches a method comprising:

receiving on a wireless terminal (col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with

a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native applications running on the remote control transceiver 118.") an interface (col. 4, line 21-24, "The remote control transceiver 118 includes a user interface 120 which displays a collection of call center operations information to the supervisor. The user interface 120 may be or include a graphical interface, a text interface, an audible interface or others.") to permit management, of a network device (Abstract, "The transceiver enables supervisors to remotely monitor the call center/network status, reconfigure and react to changes and exceptions on a real time basis no matter where they are located. A supervisor using the remote transceiver may transmit on the uplink to the call center a request for data, or commands for adjustment of the operation, such as rerouting of calls or direction to increase agents. The call center supervisor may therefore not just observe but supervise and adjust the operation of a call center, from within the site, across the country or internationally using network-enabled cellular or other wireless technology.");

interacting with the interface to send a request (col. 5, line 24-32, "Inputs provided through the user interface 120 and input modules 122 may allow the supervisor to directly or indirectly effect updates or changes to the operation of call center 102. Those changes or adjustments may include the rerouting of some calls, scheduling maintenance, or performing other tasks, as for instance shown in FIG. 3.

The remote control transceiver 118 may generate audible alerts via audible device 134 for significant operational states, such as excessive call waiting times or network faults, or other annunciation functions.") to a device manager resident on a gateway (col. 9, line 9-16, "Likewise, while the call center architecture of the invention has been described in terms of functionality being distributed between a call center server, a remote supervisor server and other elements, it will be understood that the call center server, remote supervisor server and other elements may be combined in one computing or other resource, or be distributed amongst several other computing or other resources." Note: Please note the flexibility of incorporation of "elements", can be single device or distributed amongst several other computing or other resources., col. 3, line 48-52, "Those resources also include a remote supervisor server 114, which communicates with the call center server 108 as well as with communications facilities, such as a wireless network server 136 and a wireless data server 138, to manage the wireless delivery of call center information." Note: Thus a remote supervisor server 114, wireless network server 136 and a wireless data server 138, can be a single device, gateway, providing device manager.) to manage a network device based on the request (as stated above in col. 5, line 24-32);

at the terminal, receiving a response from the device manager (col. 4, line 26-28, "The information presented via user interface 120 permits the supervisor to fully monitor and manage the call center 102 wherever that person may roam.", col. 6, line 6-12, "In step 222, the updated call center operations information is transmitted to the wireless network server 136 for formatting and transmission to the remote control transceiver

118. In step 224, the updated operations information is transmitted to the remote control transceiver 118, which displays the updated call center operations information on the user interface 120 to the supervisor."); and

managing a network device based on the interaction with the interface (col. 4, line 56-63, "On the input side, the user interface 120 includes input modules 122 which permit the person carrying the remote control transceiver 118 to upload wireless instructions, adjustments or other commands using keypad 132 or other means to the call center 102 over wireless link 126. Other applications and utilities may be resident in the remote control transceiver 118, such as scheduling software or spreadsheet packages.")

Evidently, Barnes discloses at col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native applications running on the remote control transceiver 118.", Barnes does not depict WAP gateway and WAP based device manager.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12, communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." (Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway.)

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to

have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses.

Referring to claim 2,

Barnes teaches the method of claim 1 further comprising receiving requests from and sending responses to a device manager configured to manage network devices based on requests from a wireless terminal. (col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native applications running on the remote control transceiver 118.", and col. 9, line 9-16, "Likewise, while

the call center architecture of the invention has been described in terms of functionality being distributed between a call center server, a remote supervisor server and other elements, it will be understood that the call center server, remote supervisor server and other elements may be combined in one computing or other resource, or be distributed amongst several other computing or other resources." Note: The flexibility of incorporation of "elements", can be single device or distributed amongst several other computing or other resources., col. 3, line 48-52, "Those resources also include a remote supervisor server 114, which communicates with the call center server 108 as well as with communications facilities, such as a wireless network server 136 and a wireless data server 138, to manage the wireless delivery of call center information." Note: Thus a remote supervisor server 114, wireless network server 136 and a wireless data server 138, be a single device, gateway, providing device manager.) Barnes does not depict WAP.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12, communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the

WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." (Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway.)

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses, as

well as according to Branes, the wireless link can wireless link 126 in wide area network (WAN) or other configurations as part of call center network 110, including, for example, Cellular Digital Packet Data (CDPD) service devices, the Research In Motion (RIM) wireless duplex paging-type device, MOBITEX, ARDIX, RICHOCHET, TETRA, which are known to support WAP.

Referring to claims 4, 5 and 6,

Barnes teaches the method of claim 1 wherein the requests and responses are in a wireless environment (Fig. 1) and the method of claim 1 wherein the terminal comprises a mobile phone (col. 4, line 14-15), and the method of claim 1 wherein the terminal comprises a wireless personal digital assistant(col. 4, line 6-10).

Barnes fails to teach wherein the requests and responses are encoded in a wireless markup language, the method of claim 1 wherein the terminal comprises a WAP mobile phone, and the method of claim 1 wherein the terminal comprises a WAP personal digital assistant.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12, communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web

server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. (requests and responses are encoded in a wireless markup language,) The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." (Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway.)

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes

suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses, as well as according to Branes, the wireless link can wireless link 126 in wide area network (WAN) or other configurations as part of call center network 110, including, for example, Cellular Digital Packet Data (CDPD) service devices, the Research In Motion (RIM) wireless duplex paging-type device, MOBITEX, ARDIX, RICHOCHET, TETRA, which are known to support WAP.

Referring to claims 8 and 9,

Barnes teaches displaying the interface on the wireless terminal (col. 4, line 14-15, col. 4, line 6-10), and displaying the response on the wireless terminal (col. 8, line 24-30).

Barnes fails to teach displaying the interface on the WAP terminal (col. 4, line 14-15, col. 4, line 6-10), and displaying the response on the WAP terminal (col. 8, line 24-30).

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12 (WAP devices such as phone), communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web

server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." (Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway.)

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network

server 136, can be provided by the Lee's gateway as an encoding of the responses, as well as according to Branes, the wireless link can wireless link 126 in wide area network (WAN) or other configurations as part of call center network 110, including, for example, Cellular Digital Packet Data (CDPD) service devices, the Research In Motion (RIM) wireless duplex paging-type device, MOBITEX, ARDIX, RICHOCHET, TETRA, which are known to support WAP.

5. Claims 3, 7 and 14-22 are rejected under 35 U.S.C. 103(a) as being unpatentable over Barnes et al. (US5, 594, 470 B1)(hereinafter Barnes) in view of Lee et al. (hereinafter Lee) (US 6, 336, 137 B1) as applied to claim 1 above, and further in view of Jorgensen (US 2003/0067903 A1).

Referring to claim 3,

Barnes and Lee teaches the claimed limitations rejected under claims 1 and 2 as above, and Barnes teaches the requests and responses in wireless environment at col. 4, line 56-63, "On the input side, the user interface 120 includes input modules 122 which permit the person carrying the remote control transceiver 118 to upload wireless instructions, adjustments or other commands using keypad 132 or other means to the call center 102 over wireless link 126. Other applications and utilities may be resident in the remote control transceiver 118, such as scheduling software or spreadsheet packages.") Barnes fails to teach WAP gateway and WAP device manager.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12, communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway,

15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." (Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway, and as such the request and responses are in WAP.)

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also

obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses.

Barnes and Lee, both fail to teach the method of claim 2 wherein the requests and responses comply with a simple network management protocol.

Jorgensen teaches at para.[0634] and [0635], "System OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, SNMP proxy clients for CPE module 1108b, and system operations, administration, management and provisioning module 1108c. The OAM&P component 1108 allows remote service personnel and equipment to monitor, control, service, modify and repair the system." Thus Jorgensen teaches the "requests and responses comply with a simple network management protocol."

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes, Lee and Jorgensen in front of him at the time of invention was made, to have Lee's gateway functionalities be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language, as well as Jorgensen's OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, allowing

remote service personnel having WAP devices to monitor, control, service, modify and repair the system."

Referring to claim 7,

Barnes and Lee teaches the claimed limitations rejected under claim 1 as above, however, Barnes and Lee fail to teach the method of claim I wherein the device is configured to be managed by commands configured to comply with a simple network management protocol.

Jorgensen teaches at para.[0634] and [0635], "System OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, SNMP proxy clients for CPE module 1108b, and system operations, administration, management and provisioning module 1108c. The OAM&P component 1108 allows remote service personnel and equipment to monitor, control, service, modify and repair the system." Thus Jorgensen teaches wherein the device is configured to be managed by commands configured to comply with a simple network management protocol."

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes, Lee and Jorgensen in front of him at the time of invention was made, to have Lee's gateway functionalities be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language, as well as Jorgensen's OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, allowing remote service personnel having WAP devices to monitor, control, service, modify and repair the system."

This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses, as well as according to Branes, the wireless link can wireless link 126 in wide area network (WAN) or other configurations as part of call center network 110, including, for example, Cellular Digital Packet Data (CDPD) service devices, the Research In Motion (RIM) wireless duplex paging-type device, MOBITEX, ARDIX, RICHOCHET, TETRA, which are known to support WAP.

Referring to claim 14,

Barnes teaches a method comprising: providing to a terminal an interface (col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native applications running on the remote control transceiver 118.", col. 4, line 21-24, "The

remote control transceiver 118 includes a user interface 120 which displays a collection of call center operations information to the supervisor. The user interface 120 may be or include a graphical interface, a text interface, an audible interface or others.") to permit management of a network device (Abstract, "The transceiver enables supervisors to remotely monitor the call center/network status, reconfigure and react to changes and exceptions on a real time basis no matter where they are located. A supervisor using the remote transceiver may transmit on the uplink to the call center a request for data, or commands for adjustment of the operation, such as rerouting of calls or direction to increase agents. The call center supervisor may therefore not just observe but supervise and adjust the operation of a call center, from within the site, across the country or internationally using network-enabled cellular or other wireless technology.");

managing device based on the requests and responses (col. . (col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native

applications running on the remote control transceiver 118.", and col. 8, line 24-31, response received .)

Evidently, Barnes discloses at col. 4, line 6-19, "s illustrated in FIG. 3, the remote control transceiver 118 may be or include, for example, a personal digital assistant (PDA) such as a 3COM Palm.TM. Series equipped either internally or externally with a wireless interface, including RF radiating element 134. The remote control transceiver 118 may likewise be or include a notebook computer equipped with a wireless network interface such as a PC Slot wireless card or AirPort.TM. interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices. Encryption of the over-the-air data may be provided by the wireless network server 136 or one or more native applications running on the remote control transceiver 118.", Barnes does not depict sending, from a wireless application protocol gateway, requests to the device based on wireless markup language requests received from the terminal; sending, from a wireless application protocol gateway, wireless markup language responses to the terminal based on responses received from the device.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12, communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the compact binary format, 32,

understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway, and as such the request and responses are in WAP, and thus Lee teaches "sending, from a wireless application protocol gateway, requests to the device based on wireless markup language requests received from the terminal; sending, from a wireless application protocol gateway, wireless markup language responses to the terminal based on responses received from the device."

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as

WAP browsers understand the wireless mark-up language. This would have been also obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses.

Barnes and Lee, both fail to teach the method of claim I from a wireless application protocol gateway, simple network management protocol requests to the device based on wireless markup language requests received from the terminal; sending, from a wireless application protocol gateway, wireless markup language responses to the terminal based on simple network management protocol responses received from the device.

Jorgensen teaches at para.[0634] and [0635], "System OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, SNMP proxy clients for CPE module 1108b, and system operations, administration, management and provisioning module 1108c. The OAM&P component 1108 allows remote service personnel and equipment to monitor, control, service, modify and repair the system." Thus Jorgensen teaches simple network management protocol requests to the device based on wireless markup language requests received from the terminal; sending, from a wireless application protocol, wireless markup language responses to the terminal based on simple network management protocol responses received from the device.

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes, Lee and Jorgensen in front of him at the time of invention was made, to have Lee's gateway functionalities be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language, as well as Jorgensen's OAM&P component 1108 includes SNMP proxy client for WAP module 1108a, allowing remote service personnel having WAP devices to monitor, control, service, modify and repair the system."

Referring to claims 15 and 16,

Barnes teaches the method of claim 14 wherein the terminal comprises a wireless cellular phone (col. 4, line 14-15), and the method of claim 1 wherein the terminal comprises a wireless personal digital assistant (col. 4, line 6-10).

Barnes fails to teach wherein the requests and responses are encoded in a wireless markup language, the method of claim 1 wherein the terminal comprises a WAP mobile phone, and the method of claim 1 wherein the terminal comprises a WAP personal digital assistant.

Lee teaches at col. Fig. 2, and col. 2, line 25-45, "An example WAP-compliant network is shown in FIG. 2, denominated "Prior Art." In the example, the WAP client, 12 (WAP devices such as phone), communicates with a web server, 14, through a WAP gateway, 15. The WAP gateway, 15, translates WAP requests, 22, to WWW requests, 23, thereby allowing the WAP client, 12, to submit requests, 22, to the web server, 14. The gateway, 15, also encodes the responses, 33, from the web server, 14, into the

compact binary format, 32, understood by the client, 12. If the web server, 14, provides WAP content (e.g., WML), the WAP gateway, 15, retrieves it directly from the web server, 14. However, if the web server, 14, provides WWW content (such as HTML), a filter is used to translate the WWW content, 33, into WAP content, 32. For example, the HTML filter would translate HTML into WML. The Wireless Telephony Application (WTA) server is an example origin or gateway server that responds to requests from the WAP client directly. The WTA server is used to provide WAP access to features of the wireless network provider's telecommunications infrastructure.", and at line 55-60 of the same column, "WAP browsers understand the wireless mark-up language or WML as specified by the Wireless Application Protocol. WML is used to create the user interface that is rendered on the browser. WML is an extension of the extensible mark-up language or XML (the successor to HTML) and was developed specifically for wireless devices." Thus Lee' gateway lets the WAP devices such as phone or PDA communicate to WAP gateway. Note: Thus WAP can be implemented on the gateway and so does on the elements incorporated by the gateway, and as such the request and responses are in WAP, and thus Lee teaches "the requests and responses are encoded in a wireless markup language for communication with WAP devices.

Therefore it would have been an obvious to one of an ordinary skill in art, having the teachings of Barnes and Lee in front of him at the time of invention was made, to have Lee's gateway functionalities including WAP be incorporated into Barnes gateway as identified above, such that the responses can be coded and translated into WML as WAP browsers understand the wireless mark-up language. This would have been also

obvious because Barnes remote control transceiver 118 may be a personal digital assistant (PDA) such as a 3COM Palm.TM., a notebook computer equipped with a wireless network interface, a Web browser-enabled digital cellular telephone such as the Qualcomm Smart Phone.TM., or other wireless mobile devices, and as Branes suggests, Encryption of the over-the-air data may be provided by the wireless network server 136, can be provided by the Lee's gateway as an encoding of the responses, as well as according to Branes, the wireless link can wireless link 126 in wide area network (WAN) or other configurations as part of call center network 110, including, for example, Cellular Digital Packet Data (CDPD) service devices, the Research In Motion (RIM) wireless duplex paging-type device, MOBITEX, ARDIX, RICHOCHET, TETRA, which are known to support WAP.

Referring to claim 17,

Claim 17 is a claim to an article comprising; a machine-readable medium which stores machine-executable instructions, the instructions perform the method of claim 14. Therefore claim 17 is rejected for the reasons set forth for claim 14.

Referring to claims 18 and 19,

Claims 18 and 19 are claims to an article comprising; a machine-readable medium which stores machine-executable instructions, the instructions perform the method of claims 15 and 16. Therefore claims 18 and 19 are rejected for the reasons set forth for claims 15 and 16.

Referring to claims 20, 21 and 22,

Claims 20, 21, and 22 are claims to a gateway carrying out the method of claim 14. Therefore, claims 20, 21 and 22 are rejected for the same reason as claim 14.

Conclusion

Examiner's note: Examiner has cited particular columns and line numbers in the references as applied to the claims above for the convenience of the applicant. Although the specified citations are representative of the teachings of the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested from the applicant in preparing responses, to fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action.

Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a). A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ashok B. Patel whose telephone number is (571) 272-3972. The examiner can normally be reached on 6:30 am-4:30 pm.

NATHAN J. FLYNN
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2800

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nathan A. Flynn can be reached on (571) 272-1915. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Ashok B. Patel
Examiner
Art Unit 2154

ABP
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